

The Building Buzz is a monthly bulletin intended to highlight key happenings at the NSSC. For up-to-date information, check out the NSSC Employee Homepage at [internal.nssc.nasa.gov](http://internal.nssc.nasa.gov). Submit your department milestones to [NSSC-CUST-SAT-and-COMM@nasa.gov](mailto:NSSC-CUST-SAT-and-COMM@nasa.gov).

## NASA Looks Ahead at 2018

Have you seen NASA's video showcasing the 2018 plans? Viewable at [NASA.gov](http://NASA.gov) and on our NSSC Facebook page, the video highlights an ambitious agenda for the agency in the upcoming year. Some key happenings to be on the lookout for include sending a robot to Mars, the return of launching astronauts from right here in the United States and to continue the preparation of launching the James Webb Space Telescope, which is set to be the next great observatory. NASA will also be working with industry partners to make sonic booms quieter, making the possibility of supersonic flight grow to be more common. Another prominent goal is to send humans back into space, as well as continue our 18th year orbiting the Earth on the International Space Station. Be sure to check out the video to catch all of the goals that NASA has set for 2018!

## NSSC Tackles Lean Six Sigma Events

In January 2010, Lean Six Sigma (L6S) was adopted by the NSSC Senior Leadership Team as the official continuous improvement methodology for the NASA Shared Services Center (NSSC) after a thorough review of various programs. L6S strongly supports our vision of "Unparalleled Service" and the NSSC's pillars of customer service behavior. The goal in introducing L6S is to improve customer satisfaction, reduce operating costs (reduced per-transaction cost), improve quality, and reduce cycle time.

In 2017, there were 10 Lean Six Sigma events, two being Kaizen Events with the other eight being Just Do It Events. Some projects included the Enterprise Service Desk/ Customer Contact Center (CCC) Call Taking Process, CCC Survey Improvement and IT Business Services Utilization Report Process Improvement.

If you are interested in initiating a Lean Six Sigma project or would like to learn more, please contact Brian Reid, [brian.t.reid@nasa.gov](mailto:brian.t.reid@nasa.gov) or Chris Canary, [christopher.m.canary@nasa.gov](mailto:christopher.m.canary@nasa.gov).



A reception celebrating the retirement of Mark Glorioso will be held on Monday, January 8th at 2:00 p.m. in the Logtown Conference Room. Please come and celebrate!



Don't forget to complete your Combined Federal Campaign pledges! January 12th is the final day!

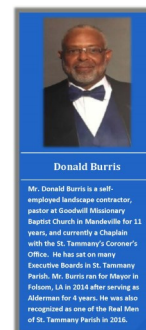
### MS DELTA NUMBERS TO DATE

Total Pledges This Year: \$841,043  
From 1,411 Donors  
Volunteer Hours This Year (Hrs) 612  
From 28 Donors  
[#SomeLoveCFC](https://www.instagram.com/somelovecfc)

Be on the lookout: The ESD webpage is getting a makeover. The new front page will go live soon!

## Martin Luther King Jr. Day

Thursday, January 11, 2018  
John C. Stennis Space Center  
Building 1100 Logtown Conference Room  
11:00 am - 12:00 pm



"Make a career of  
**HUMANITY.**  
Commit yourself to the noble struggle for  
**EQUAL RIGHTS.**  
You will make a  
**GREATER PERSON**  
of yourself, a  
**GREATER NATION**  
of your country, and a  
**FINER WORLD**  
to live in."

- Dr. Martin Luther King, Jr.



Remember! Celebrate! Act! A Day On, Not A Day Off!

JANUARY 15, 2018

